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WrOP Radio CFA

September 25, 2002

Marlene Dortch, Secretary Federal Communications Commission 445 12th Street, S.W. Room TW-A325

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Dear Madam Secretary:

As Chairperson of the FCC's Consumer/Disability Telecommunications Advisory Committee, attached please find the recommendations of the Committee concerning the Commission's informal complaint process and outreach activities as adopted June 28, 2002. We believe that these recommendations are relevant in the above-captioned proceeding. This is an Ex Parte communication filed pursuant to Sec. 1.1206 of the Commission's rules.

Sincerely,

Shirley Rooker, Chairperson

Consumer/Disability Telecommunications Advisory Committee

cc: Chairman Michael K. Powell

Commissioners:

Kathleen Q. Abernathy Michael J. Copps Kevin Martin

Enclosure

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List vectors action (C)